



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

## JOB DESCRIPTION ADMINISTRATIVE ASSISTANT, SENIOR HUMAN SERVICES

Human Resources Department  
700 Town Center Drive, Suite 200  
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### **GENERAL STATEMENT OF RESPONSIBILITIES**

Under general supervision, performs a variety of difficult office management, high level administrative support and related functions. Reports to the Administrative Coordinator.

### **ESSENTIAL JOB FUNCTIONS**

Performs administrative support work such as word processing, creating spreadsheets, data entry and retrieval, and functions that may require interpretation, judgment and determining appropriate processes to be used; and reviews forms, data and other information to ensure accuracy and conformance to established policies and procedures.

Performs advanced administrative support functions such as compiling, posting or recording information from a variety of sources that usually involves calculations, research and verification of information. Functions may include completing forms, reports, questionnaires and other similar documents.

Serves as the Appeals Coordinator for the Financial Services Bureau; coordinates the management of appeals with regional hearing officers, gathers information to complete validation sheets and determines the validity of appeal requests and develops, maintains and compiles data and tracks appeals until resolved.

Serves as the Voter Registration Coordinator to ensure compliance with the National Voter Registration Act (NVRA) of 1993; submits completed registration forms weekly to the local registrar, prepares and submits monthly reports, maintains a supply of voter registration applications and related materials to include agency training manuals and references and maintains a certification list of staff completing the NVRA training.

Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances; screens and responds to inquiries and complaints as needed; provides information on policies and procedures; performs other similar types of administrative support activities.

Develops and maintains accountability systems for assignments, responses, replies, and other actions. Coordinates all incoming and outgoing mail; and ensures all records are documented, stored, and disposed in accordance with the Records Retention Schedule.

Performs other duties as assigned.

## **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## **REQUIRED KNOWLEDGE**

- Office Administration - Knowledge of office systems, practices, procedures and administration. Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.
- Technology - Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.

## **REQUIRED SKILLS**

- Computer Skills - Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships/Customer Service - Develops and maintains cooperative and professional relationships with employees and the public. Effectively handles inquiries, complaints from or disputes with customers.
- Time Management - Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.

## **REQUIRED ABILITIES**

- Judgement/Decision Making - Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- Communication - Ability to communicate ideas and proposals verbally and in writing effectively so others will understand, to include the preparation of detailed reports which include numerical information and statistics. Ability to listen and understand information and ideas being presented verbally and in writing.

## **EDUCATION AND EXPERIENCE**

Requires a high school diploma and 5-7 years of administrative support experience, or an equivalent combination of education and experience

## **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

### **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

### **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

### **ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.